

Amendments to the Claims

This listing of claims, if entered, will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1. – 4. (Cancelled)

5. (Previously Presented) A method of inter-module communication comprising:
communicating between a first channel driver and a multi-channel, multi-media, communication queuing system using a command definition, wherein the first channel driver is coupled to a first communication channel configured to transmit a fax,
communicating between a second channel driver and the multi-channel, multi-media, communication queuing system using the command definition, wherein the second channel driver is coupled to a second communication channel configured to transmit an email, wherein
said command definition comprises commands for interfacing with the multi-channel, multi-media, communication queuing system, and
said commands are independent of first and second media types of the first and second communication channels, respectively, wherein the first and second media types are different from each other.

6. – 44. (Cancelled)

45. (Previously Presented) A method comprising:
communicating between a first channel driver and a communication server, wherein the first channel driver is operable to interface with a first communication device for transmitting a fax using a first media type;
communicating between a second channel driver and the communication server, wherein the second channel driver is operable to interface with a second communication device for transmitting an email using a second media type, and wherein the first and second media types are different from each other;
using a command definition to support communication between the first channel driver and the communication server and between the second channel driver and the communication server, wherein
said command definition comprises commands for interfacing the first and second channel drivers with the communication server, and
said commands are independent of the first and second media types.
46. (Previously Presented) The method of claim 45, further comprising:
invoking a command to request a media type list.
47. (Previously Presented) The method of claim 45, further comprising:
invoking a command to request a command event list.
48. (Previously Presented) The method of claim 45, further comprising:
invoking a command to create a driver object.
49. (Previously Presented) The method of claim 45, further comprising:
invoking a command to request a service object.
50. (Previously Presented) The method of claim 45, further comprising:
invoking a command to release a driver object.
51. (Previously Presented) The method of claim 45, further comprising:
invoking a command to issue a notice when handling of an event is complete.

52. (Previously Presented) The method of claim 45, further comprising: invoking a command to suspend a work item.
53. (Previously Presented) The method of claim 45, further comprising: invoking a command to resume a work item.
54. (Previously Presented) The method of claim 45, further comprising: invoking a command to handle a queued event.
55. (Previously Presented) The method of claim 45, further comprising: invoking a command to cancel a queued event.
56. (Previously Presented) The method of claim 45, further comprising: interfacing the communication server with a queuing system.
57. (Previously Presented) The method of claim 45, further comprising: detecting incoming events from the first or second communication devices.
58. (Previously Presented) The method of claim 45, further comprising: instantiating a task thread to detect incoming events from the first or second communication devices.
59. (Previously Presented) The method of claim 45, further comprising: detecting an incoming event from one of the first or second communication devices; and invoking a function to handle the event.
60. (Previously Presented) The method of claim 59, further comprising: queuing the event to a memory cache.
61. (Previously Presented) The method of claim 60, further comprising: indicating the arrival of the event.
62. (Previously Presented) The method of claim 61, further comprising: dequeuing the event out of the memory cache and processing the event.

63. (Previously Presented) A computer readable storage media comprising: computer instructions to implement the method of claim 45.
64. (Cancelled)
65. (Cancelled)
66. (Cancelled)
67. (Cancelled)
68. (Cancelled)
69. – 86. (Cancelled)
87. (Previously Presented) The method of claim 5, further comprising: invoking a command to request a media type list.
88. (Previously Presented) The method of claim 5, further comprising: invoking a command to request a command event list.
89. (Previously Presented) The method of claim 5, further comprising: invoking a command to create a driver object.
90. (Previously Presented) The method of claim 5, further comprising: invoking a command to request a service object.
91. (Previously Presented) The method of claim 5, further comprising: invoking a command to release a driver object.
92. (Previously Presented) The method of claim 5, further comprising: invoking a command to issue a notice when handling of an event is complete.

93. (Previously Presented) The method of claim 5, further comprising: invoking a command to suspend a work item.
94. (Previously Presented) The method of claim 5, further comprising: invoking a command to resume a work item.
95. (Previously Presented) The method of claim 5, further comprising: invoking a command to handle a queued event.
96. (Previously Presented) The method of claim 5, further comprising: invoking a command to cancel a queued event.
97. (Previously Presented) The method of claim 5, further comprising: interfacing a communication server with a queuing system.
98. (Previously Presented) The method of claim 5, further comprising: detecting a communication server with a queuing system.
99. (Previously Presented) The method of claim 5, further comprising: instantiating a task thread to detect incoming events from the first or second communication channel.
100. (Previously Presented) The method of claim 5, further comprising: detecting an incoming event from the first or second communication channel; and invoking a function to handle the event.
101. (Previously Presented) The method of claim 100, further comprising: queuing the event to a memory cache.
102. (Previously Presented) The method of claim 101, further comprising: indicating the arrival of the event.

103. (Previously Presented) The method of claim 102, further comprising:
dequeuing the event out of the memory cache and processing the event.
104. (Previously Presented) A method comprising:
a channel driver receiving a fax from a first device via a first channel that operates according to a first media type;
the channel driver receiving an email from a second device via a second channel that operates according to a second media type, wherein the first and second media types are different from each other;
the channel driver generating a first command in response to receiving the first request;
the channel driver generating a second command in response to receiving the second request, wherein the first and second commands are identical to each other.
105. (Previously Presented) The method of claim 104 further comprising:
assigning the first command to a first agent associated with a first device;
assigning the second command to a second agent associated with a second device;
the first device generating a first reply command in response to the assignment of the first command to the first agent;
the second device generating a second reply command in response to the assignment of the second command to the second agent;
a first channel driver of the channel generating and transmitting a first signal to the first device via the first channel in response to the first device generating the first reply command;
a second channel driver of the channel generating and transmitting a second signal to the second device via the second channel in response to the second device generating the second reply command.